



SENIOR REAL ESTATE MANAGER (TRAINEE)

The U.S. Embassy in Canberra is seeking an individual for the position of Senior Real Estate Manager (Trainee) in the General Services Office.

Salary: A\$63,210 p.a.
Hours: Full time 40hours/week

All applicants must address the selection criteria detailed below with specific and comprehensive information supporting each item.

1. Completion of Secondary School (Year 10) and a Certificate IV in Property Services (Real Estate) is required.
2. Four years of paid full-time experience within the past ten years working in a licensed real estate agency, commercial property management organization, or Government property department managing a minimum of 100 residential housing units; demonstrated experience in providing residential property/asset management services to include and not limited to both maintenance and leasing services is required.
3. Level 4 (Fluent) written and spoken English is required. This will be tested.
4. A detailed knowledge of ACT leasing and tenancy laws, customs and practices as well as an outstanding knowledge of the current local real estate market is required.
5. Good working knowledge of word processing and spreadsheet applications, and a high level of written skills, especially for the preparation of leases, is required.
6. A current, unrestricted driver's license that enables the individual to legally drive in Australia is required.

For further information and the selection criteria please refer to the [duties and responsibilities statement](#).

Forward letter, response to the selection criteria, and resume to the Regional Human Resources Office, American Embassy, Moonah Place, Yarralumla, ACT 2600 or via email to: usaembrhro@state.gov by C.O.B **FEBRUARY 7. 2012**

Hand delivered applications cannot be accepted. Offers of employment are subject to medical and security clearances.

Note: Only short listed applicants will be contacted regarding the next phase of the selection process. To those applicants not short listed, we extend our appreciation for considering the US Government as a potential employer.

The U.S. Government is an Equal Opportunity Employer and maintains a drug free work environment.

**POSITION TITLE: SENIOR REAL ESTATE
MANAGER (TRAINEE)**

**POSITION GRADE LE-7
(STARTING SALARY A\$63,210)**

DUTIES AND RESPONSIBILITIES

Basic Function of the Position

The incumbent has sole responsibility for the efficient, customer-centric, and correct execution of the Mission Housing Program. As such, the Realty Assistant is responsible to the S/GSO for all aspects of the Housing & Leasing program at Embassy Canberra to include the performance of duties assigned to both Realty Clerks and for meeting ICASS and other service delivery requirements. As the Mission's Housing Consultant, the Realty Assistant provides realty advice in servicing all agencies in USG owned and leased commercial and residential properties throughout Australia, which includes 80 leased and 50 owned residential properties in Canberra. Responsible for program record keeping by maintaining files and data on all housing, leasing agreements and supervising the maintenance and repair of housing. The Realty Assistant provides leadership direction to the Realty Team and provides the technical supervision of both Realty Clerks and is expected to carry out work independently but to keep the Supervisory General Services Officer (S/GSO) informed of all significant developments in the Housing/Leasing Program.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office. Contact Prue Fuller at (02) 6214 5778.

Major Duties and Responsibilities

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| A. Supervision | 15% |
| B. Acquisition and Disposal of Properties | 10% |
| C. New Arrival/Housing Assignment | 20% |
| D. Servicing of Properties | 20% |
| E. Departure of Occupant | 15% |
| F. Record Keeping | 15% |
| G. Other | 5% |

A. Supervision of Direct-Hire Staff (15%)
Hiring of Staff

The Realty Assistant is responsible for recruiting and retaining the best people for the job and is fully involved in the process of selecting and hiring employees assigned to the Realty Team.

Management of Staff

Monitors and maintains a solid awareness of the performance and capabilities of all members of the Realty Team to get the best effort from assigned staff. Counsels employees on areas in which performance should be strengthened, documenting all issues that require counseling. Solicits and reviews customer feedback on the performance of employees in an ongoing effort to improve service and eliminate service delivery problems. Monitors (and, where necessary, takes affirmative steps to address) the maintenance of a solid professional working relationships between members of the Realty Team, and further assure that such a relationship exists between the staff of the Realty Team and the other members of the GSO staff and the broader Embassy community. Maintains a highly vigilant attitude toward any possible issues of malfeasance and misconduct, and promptly brings to the attention of the S/GSO any concerns in this area. Prepares in a timely fashion all documents relating to the evaluation of employee performance.

Coordination of Leave

The Realty Assistant receives all requests for leave from employees working in the Realty Team and coordinates the taking of leave so as to maintain a level of staffing that permits the accomplishment of the team's responsibilities. Provides the S/GSO with recommendations regarding the approval/disapproval of individual leave requests.

Training and Development of Staff

Develops, in consultation with the S/GSO and RHRO, a comprehensive training plan for the staff of the Realty Team. Training options to be coordinated include, but are not limited to, industry-related training courses outside of normal working hours, in-house training on computers, customer service training and cross training in other sections of the Embassy.

Awards and Recognition of Accomplishments

Monitors and documents employee's performance worthy of recognition. Works with the S/GSO on the nomination of individuals for awards, and routinely drafts award nominations for consideration, review and approval of the S/GSO.

B. Acquisition and Disposal of Properties (10%)

Based on thorough knowledge of ACT law and extensive experience in the local Real Estate market, the incumbent is the primary resource person upon whose recommendation the mission relies for the acquisition and/or disposal of Real Estate holdings.

The incumbent is responsible for the acquisition and assessment of official office space and Government residential properties, considering location, neighborhood safety, proximity to the Embassy, condition, present market value and recommendations to retain or sell. The same criteria apply to the appraisal and evaluation of all short term leases.

C. New Arrival/Housing Assignment (20%)

New Arrival

On receipt of notification, incumbent immediately updates arrivals spreadsheet and liaises with Human Resource Office, Community Liaison Office, and incoming officer as soon as possible to build a sound working relationship.

Prepare a personnel file indicating arrival time at post, section, rank, position grade, and family size. Contact incoming officer via email or telephone to establish a smooth interpersonal relationship. Welcome officer to the Embassy community and explain current housing policy and post's efforts to find suitable housing in close proximity to the Embassy, schools, and shopping facilities. Seek information regarding pets being brought to post, specialized educational needs or disability/medical requirements that the officer or member of their family may have. Enquire as to officer's preferences in relation to house or apartment, proximity to schools or medical facilities, size of yard, etc.

Review the new arrivals' preferences; establish a list of priorities in relation to the housing assignments. Review the housing pool and note any appropriately sized properties that may be available within the required time; make recommendation to Leasing Officer and Single Real Property Manager (SRPM) accordingly. If on review of the housing pool, it is noted that a property will not be available; initiate a search for a new Short-Term Lease property utilizing a number of strategies to meet deadlines, identify suitable properties in the Housing Pool's core neighborhoods, and satisfy Rental Benchmarking Initiative (RBI) and post housing guidelines.

Housing Assignment

After locating a suitable property, arrange inspections of each proposed Short-Term Lease property with RSO, POSHO, and GSO personnel – such inspections should be conducted approximately three months prior to the incoming officer's arrival. On completion of inspections, discuss suitability of property with the Leasing Officer. Receive reports for action and filing from the RSO and POSHO officer. Take note of any extra security or POSHO measures required from the reports. On approval from the RSO, POSHO, and Facilities Maintenance; prepare a consolidated make ready punch-list. Prepare paperwork consisting for the assignment of housing by the Leasing Officer & SRPM and distribute to IAHB members for consideration and approval. Conduct IAHB tours as needed; ensure a majority of approvals before finalizing the lease.

If property exceeds Rental Benchmarking Initiative (RBI) or space and rent thresholds as per the regulations produce a well justified electronic lease waiver submission for

release by the Leasing Officer. Approval must be granted before the lease is completed.

On approval, use standard lease forms and guidance in 15 FAM - Overseas Building Operations to execute a lease with the Landlord or Realty Agent including rental rate, term of lease and any other conditions necessary to produce a final document for the signature of the Leasing Officer and the Landlord or Agent. Advise the Leasing Officer of any departure from the standard lease document.

Note the occupant's name and Agency on the lease agreement and then forward two copies of the executed lease to the Financial Management Office for processing. Enter the new property, agency, occupant, and lease/other data into the RPA computing system in a timely manner; upload supporting documentation per OBO and Post policy.

Create a housing file for each property and retain necessary and useful documentation related to the property; prepare a written and photographic inventory of contents and a written report of defects to protect US Government interests when the lease is terminated.

Advise the incoming officer and the arriving officer's sponsor of the housing assignment.

If housing is not ready for occupancy on arrival of incoming officers, arrange temporary accommodation. Produce procurement request for approval of the Supervisory General Services Officer. Advise sponsor and agency of temporary accommodation arrangements.

D. Servicing of Properties (20%)

Working with Realty Team Staff and colleagues, the incumbent has overall responsibility for:

Initial Utility Connection

The connection of gas and electricity utilities by service provider by the required date.

The connection of residential telephone services by the required date and that the assigned telephone number is noted in the property file; update arrivals and departures list accordingly and advise sponsor, the RHRO, the RSO, and CLO of the number.

Make Ready

The procurement of necessary services/actions for the property to ensure the property meets Embassy standards. These items may include carpets, draperies, cleaning, painting, security requests, key duplication etc.

The arrangement and supervision of sub-contractors to complete the work requested. Keep records of Make Ready fund expenditures and ensure that such expenditure do not exceed the USD\$5000 budget.

The maintenance of a spreadsheet on house preparations for new occupants. Liaise with the Shipping Supervisor and the Warehouse Supervisor to arrange for furniture movements. Book in dates to deliver or remove furniture. Organize time for the Warehouse Manager to visit the property and view its requirements. Ensure access is available for furniture movers.

Incoming employee arrival

Organizing with the sponsors for an introduction briefing with the arriving officer. Ensure the occupant is provided with the Post Housing Handbook informing them of their rights and responsibilities as an occupant of either leased or owned property.

Ensure that a “walk through” inspection of the property is conducted with the occupants to familiarize them with emergency procedures such as water and gas shut off valves, electricity fuse box and placement of fire extinguishers. Provide occupant with a property folder that includes any instruction manuals on appliances, etc. If the inspection is of a Government owned property, arrange for the Maintenance Supervisor to attend.

Coordinate with Supply Supervisor for the return of Welcome Kits on delivery of the occupants HHE.

Ongoing Maintenance

Receive maintenance work orders for leased housing in Canberra from the Work Order Clerk who maintains the logs and files. Based on thorough knowledge of the local laws and knowledge of the terms and conditions of the standard lease, decide on what action needs to be taken. Contact Landlords or Agents to make arrangements for necessary repairs or maintenance. If repairs are the responsibility of the USG, prioritize the jobs and commission sub-contractors to perform the work. Arrange for the connection and termination of utilities and municipal services; maintain a close working relationship with officials of the utility companies to ensure timely service. Draft and submit procurement requests for maintenance and repair expenditures for all short term leases.

Liaise with the Maintenance Supervisor on recommendations for annual special maintenance and repair projects for Government own properties. Identify and prioritize projects.

In accordance with STL requirements, schedule annual pest control inspections with qualified and approved contractors, in compliance with the Department of State guidelines per the integrated Pest Management Program.

Ongoing Utilities

Maintain service to the properties throughout the occupant's stay, answering any queries on the services provided. Commission contractors to add extra telephone lines to the property where authorized and facilitate changes in service providers. Log any issue concerning telephone lines and ensure quick response to rectify faults. Maintain a close working relationship with utility officials to expedite service.

Review all utility bills in STLs. Coordinate with the Maintenance Supervisor to see if STL rates are in line with those in Government owned residences. If anomalies are noted, bring them to the attention of the Supervisory General Services Officer for corrective action.

Emergency STL Maintenance

Serve, with assistance from the Realty Clerks, as the primary afterhours emergency contact for STL maintenance emergencies. Must be contactable and respond to occupant/duty officer inquiries.

E. Departure of Occupant (15%)

Initiate an occupant housing survey four months prior to expected departure; provide quarterly report of results to S/GSO.

On notification of departure, arrange a pre-inspection of the property 3 months prior to the officer's departure from post. Conduct an inspection of the property noting any discrepancy between the state of the property and the original check-in inventory. Note any concerns in relation to the cleanliness of the property and produce a pre-inspection report for the departing officer's information and/or rectification. Maintain a good relationship with departing officers and their families. Ensure occupants are aware of the rights and responsibilities for which they may be held liable. Schedule a final inspection of the property 2 weeks before the occupant's departure. Conduct a full final inspection after the occupant's departure noting all remaining discrepancies; advise the occupant/financial sponsor accordingly. Note occupants forwarding address and financial sponsor. If a dispute arises regarding the condition of the property, the Property Survey Board will assess the property and make a determination.

Return of STL

When a property becomes excess to the Embassy's needs or a lease is not being renewed, a termination notice must be issued to the landlord and all utilities disconnected in such a way as to minimize USG expense.

Conduct an inspection of the property and assess any discrepancy between the current condition and the original inventory beyond fair wear and tear. Make a judgment on what work is required to return the property to a satisfactory condition and produce procurement requests for approval of the Supervisory General Services Officer.

On completion of the work performed conduct a turnover inspection with the Landlord. Ensure Landlords sign termination notices and all keys are returned. If the Landlord is dissatisfied with the condition of the property, refer to the ACT law to assess the Landlord's claims. After assessing the situation, propose a course of action to the S/GSO. Negotiate with the Landlord to fulfill the Embassy's obligations in relation to the lease.

F. Record Keeping (15%)

Ensure that all paper-based and electronic property files (leased and owned) for Canberra are created and properly maintained. Oversee the files for the Consulate offices as required. Assign lease numbers and maintain associated records. Obtain fiscal data from the Regional Financial Management Center to establish lease payments. Oversee lease payments, review and file receipts, note and rectify all discrepancies.

Negotiate and draft required amendments, renewals and terminations of leases; ensure that such documents are executed so as to minimize unnecessary Government expense or the creation of unauthorized commitments.

Based on thorough knowledge of ACT law, draft and maintain correspondence with Landlords and Realtors with respect to leased properties. Ensure any correspondence received complies with local laws and lease terms.

Negotiate and prepare commercial leases and car park licenses and for those agencies not located on the Embassy compound in Canberra.

IAHB

Prepare approval documentation for housing assignments and file accordingly. Attend meetings of the IAHB as required and prepare documentation as requested by the board to include minutes and agenda. Take minutes of IAHB meetings for distribution to members and filing. Maintain IAHB archival records.

Web-enabled Work Orders for Windows (Web.WOW)

Properly update and maintain data fields in Real Property Application (RPA) to fill records within the Web-enabled Work Orders for Windows (Web.WOW) application maintained by Facilities Maintenance (FM). Work with the FM Work Order Clerk and the Realty Clerks to keep maintenance files current and to update the maintenance portion of the RPA application for Government owned residences. This includes maintaining current information on Web.WOW and RPA data for office building and existing systems in each residence.

G. Other (5%)

RBI

Lead all actions necessary to ensure Green compliance by post in OBO's Rental Benchmarking Initiative. Conduct Annual Market Surveys, recommend RBI

adjustments accordingly. Prepare quarterly and annual RBI leasing reports; ensure electronic lease waivers are submitted in accordance with regulations.

Marketing

Incumbent is responsible for developing, maintaining, and assessing Post annual and ongoing STL advertising efforts to alert real estate community of post's realty needs in an open and equitable manner and to meet service delivery expectations.

Backstop

Backstops either or both Realty Clerks during absences.

Other

Other duties as assigned.

Selection Criteria

All applicants **must** address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. Completion of Secondary School (Year 10) and a Certificate IV in Property Services (Real Estate) is required.
2. Four years of paid full-time experience within the past ten years working in a licensed real estate agency, commercial property management organization, or Government property department managing a minimum of 100 residential housing units; demonstrated experience in providing residential property/asset management services to include and not limited to both maintenance and leasing services is required.
3. Level 4 (Fluent) written and spoken English is required. This will be tested.
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5. Good working knowledge of word processing and spreadsheet applications, and a high level of written skills, especially for the preparation of leases, is required.
6. A current, unrestricted driver's license that enables the individual to legally drive in Australia is required.

SELECTION PROCESS

When fully qualified, US Citizen Eligible Family Members (USEFMs) and US Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.
6. The candidate must be able to obtain and hold a Sensitive But Unclassified security clearance.

TO APPLY

Interested applicants for this position must submit the following for consideration of the application:

Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); or

A current resume or curriculum vitae that provides the same information found on the UAE (see Appendix below); or

A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; plus

All applicants must address the selection criteria with specific and comprehensive information supporting each item.

Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application

Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

Regional Human Resources Office
American Embassy
Moonah Place
YARRALUMLA ACT 2600

or via email to: usaembrhro@state.gov

THE DEADLINE FOR APPLICATIONS IS C.O.B FEBRUARY 7, 2012

The U.S. Mission in Australia provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

US Mission Australia maintains a drug free work environment.

APPENDIX

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

Failure to do so will result in an incomplete application.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (Yes or No)
- J. Special Accommodations the Mission needs to provide
- K. If applying for position that includes driving a U.S. Government vehicle, provide Driver's License Class / Type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education
- P. License, Skills, Training, Membership, & Recognition

Q. Language Skills
R. Work Experience
S. References